

NSSC Customer Satisfaction

Baseline Survey

ScottMadden, a management consulting firm specializing in shared services, will develop and administer a Customer Satisfaction Survey for the NSSC. The purpose of the survey will be to establish a quantitative baseline against which future performance can be measured and NSSC improvement demonstrated.

Survey details include:

- Development of four surveys
 - ◊ Finance, Procurement, and Human Resources
 - ◊ Executive Interview, which will take approximately 45 minutes to complete
- Administration
 - ◊ Customers of services to be transitioned to the NSSC within FY2006 will receive the survey(s)
- Deployment
 - ◊ Deployed before the October go-live date through email message

Business and Administration Telecon

Participants of the Business and Administration telecons will discuss NSSC budgetary developments, budget formulation, budget execution, and chargebacks. These telecons will be hosted by Arthur Sparrow, NSSC Operations and Budget Manager. Centers have been asked to provide a POC within their respective OCFOs to represent them during these important meetings. The first B & A telecon is scheduled for Tuesday, July 19th, at 1:00pm EST

NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.

Service Level

Agreements (SLA)

The NSSC is currently developing Center SLAs. SLAs focus on pricing, service levels, and forecasting usage. There are three parties involved with the drafting, implementation, and administration of SLAs and each role has distinct responsibilities.

- Centers (Customers)
 - ◊ Provide utilization data and agree to NSSC performance metrics; work to finalize SLAs and serve as primary customer; and participate in all relevant meetings.
- Center Liaison (Key Account Manager)
 - ◊ Lead customer dialog for designated customers; provide support and input to core project team in preparation for customer dialogue; refine draft SLA with input from NSSC Service Delivery, Business and Administration, and customers; serve as primary shared services customer-facing representative; ensure SLAs are in-line with shared services goals and objectives; promote and communicate the SLA concept; and facilitate the finalization of SLAs for FY 2006.
- Customer Satisfaction and Communication Office
 - ◊ Participate in SLA workshops; provide on-call expertise; support Center Liaisons; promote and communicate the SLA concept.

Man, I need to hurry and finish this Lunar Surface Drilling exercise so I can schedule the next NSSC Center Transition Team ViTS in August. I'll keep you updated through email and the NSSC News.

